

**ABSTRACT**  
**MULTIMEDIA CALL CENTRE**

A Multimedia Telecommunications Call Centre provides integrated video,  
5 audio, data and telephony functionality, together with connectivity to the Internet,  
ISCN, PSTN, and other wide-area networks. The Call Centre comprises a Local  
Area Network (22) having a Gateway (36) and a Gatekeeper (40). Incoming  
multimedia calls are received by the Gateway (36) and are permitted onto the  
network under control of the Gatekeeper (40). Communications between the  
10 Gateway (36) and the Gatekeeper (40) preferably take place across the network  
and comply with the ITU H.323 standard protocol. Communications between the  
Gatekeeper (40) and the Call Manager preferably take place across the network  
and comply with the European Computer Manufacturers Association CSTA  
standard protocol.

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Figure 2.